

IRIS (Include, Respect, I Self-Direct) Consultant Agency Scorecard

ARC and DRC of Milwaukee County

This scorecard should be used for comparing ICAs, not for comparing between the IRIS (Include, Respect, I Self-Direct) and Family Care programs.

Star ratings are reflective of statewide data and are not specific to county-level performance.

| | TMG | Connections | Advocates4U | First Person Care Consultants |
|--|--|---|--|--|
| Participant Survey | | | | |
| Overall Satisfaction | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★★ |
| IRIS Consultant Responsiveness | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★★ |
| IRIS Consultant Quality of Communication | ★★★★★ | ★★★★★ | ★★★★★ | ★★★★★ |
| | | | | |
| Quality and Compliance | | | | |
| Overall Quality Standards | ★★★★★ | ★★★★★ | ★★★★★ | ★★ |
| Service Plan | ★★★★★ | ★★★★★ | ★★★ | ★★★ |
| Participant Education | ★★★ | ★★★ | ★★★ | ★ |
| Quality and Timely Services | ★★★★★ | ★★★★★ | ★★★★★ | ★★ |
| | | | | |
| IRIS Consultant Characteristics | | | | |
| IRIS Consultant to Member Ratio | 1:43 | 1:35 | 1:36 | 1:47 |
| | | | | |
| Additional Information | | | | |
| Website | www.tmgwisconsin.com | www.connections.wis.org | https://irisadvocates4u.org | www.firstpersoncare.com |
| Email | info@tmgwisconsin.com | connections@lsswis.org | info@irisadvocates4u.org | info@firstpersoncare.com |
| Address | 1 South Pinckney St. Suite 320 Madison, WI 53703 | 6737 W Washington St. Suite 2275 West Allis, WI 53214 <i>*Additional offices: Eau Claire, Appleton, Sturgeon Bay, Madison, Racine, and La Crosse</i> | 11051 N Towne Square Rd. Mequon, WI 53092 <i>*Additional office: Milwaukee</i> | 6100 North Baker Rd. Suite 100A Glendale, WI 53209 |
| Phone Number | 844-864-8987 | 844-520-1712 | 877-739-2203 | 414-336-2448 |
| Type of Agency | For profit limited liability company (LLC) | Nonprofit organization | For profit limited liability company (LLC) | Nonprofit organization |
| State Contracted | 7/1/2008 | 7/1/2015 | 7/11/2016 | 8/1/2016 |
| Number of Counties the ICA Serves | 72 (available statewide) | 61 | 35 | 18 |

★★★★★ = Excellent

★★★★ = Very Good

★★★ = Good

★★ = Fair

★ = Poor

Star Ratings Quick Guide

IRIS Consultant Agency (ICA)

| | |
|---|--|
| Participant Survey <i>(Source: DHS 2018 Participant Satisfaction Survey - 2117 Responses, 44% Response Rate)</i> | |
| Overall Satisfaction | Overall, how satisfied are participants with their ICA? |
| IRIS Consultant Responsiveness | Can you contact your IRIS consultant when you need to? How often do you get the help you need from your IRIS consultant? |
| IRIS Consultant Quality of Communication | Does your IRIS consultant speak to you clearly, carefully, and respectfully? |
| | |
| Quality and Compliance <i>(Source: 2018 MetaStar IRIS Record Review)</i> | |
| Overall Quality Standards | Does the ICA meet state standards for providing quality services? |
| Service Plan | Does the ICA work with participants to create their plan and keep it updated as things change? |
| Participant Education | Does the ICA give participants required information, including resources on self-direction and budget monitoring? |
| Quality and Timely Services | Does the ICA follow industry-recommended methods of doing its work? |

Updated: 12/16/2019